

JUL 21 2015



**U.S. Customs and  
Border Protection**

MEMORANDUM FOR: All CBP Employees

FROM: R. Gil Kerlikowske  
Commissioner *RJK*

SUBJECT: Anti-Discrimination and Anti-Harassment Policy Statement

U.S. Customs and Border Protection's (CBP) core values of Vigilance, Service to Country, and Integrity are woven into every decision we make. Our core values guide our choices and provide a framework for all we do. CBP's commitment to maintaining a diverse workforce and inclusive work environment free from discrimination is an extension of our core values.

This commitment to diversity and inclusion includes embedding the principles of equal employment opportunity (EEO) throughout all elements of CBP. It is CBP policy to treat all individuals in a non-discriminatory manner, without regard to their protected status under Federal law, Executive Order, regulation, or policy in all employment programs and management decisions. All individuals deserve to be treated with respect and dignity. Unlawful discrimination, the unfavorable treatment of a person, or class of persons, based on their membership in a protected class, will not be tolerated.

Discriminatory harassment is a form of unlawful discrimination and is strictly prohibited. Such harassment includes, but is not limited to, unwelcome verbal, non-verbal, or physical behavior directed towards an individual because of his or her membership in a legally protected class, when such conduct has the purpose or effect of unreasonably interfering with an individual's ability to perform his or her assigned duties or to participate in any program or activity administered by CBP. Examples of prohibited conduct include: epithets, intimidating acts, slurs, unwelcome physical contact, and visual displays that are sexually explicit, derogatory or demeaning toward members of a protected class. Such behaviors go against CBP's core values and can impact mission effectiveness. In addition, even if an individual's behavior does not rise to the level of unlawful discrimination as defined by Federal law, Executive Order, regulation or policy, it may still violate CBP's Standards of Conduct and may subject the individual to discipline.

Maintaining a workplace free from prohibited discrimination and harassment is the responsibility of all CBP employees. CBP policy requires all employees to report misconduct, which includes discriminatory or harassing behavior. All CBP executives, managers, and supervisors shall take immediate and appropriate action once made aware of an allegation of harassment. Reports of harassment will be kept confidential to the extent possible and will be addressed through a prompt, thorough, and impartial investigation. CBP will not tolerate retaliation against any employee for making a good-faith report of harassment, providing information related to such a report, or filing a complaint alleging unlawful discrimination or harassment.

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Employees can report misconduct, including discriminatory harassment by:

- Informing their immediate supervisor, or another management official within their chain of command;
- Calling the toll-free Joint Intake Center Hotline at 1-877-2INTAKE or sending a fax to (202) 344-3390;
- Sending an e-mail message to [Joint.Intake@dhs.gov](mailto:Joint.Intake@dhs.gov);
- Contacting their servicing CBP Internal Affairs (IA) Office;
- Writing to the Joint Intake Center at P.O. Box 14475, 1200 Pennsylvania Avenue, NW, Washington, DC 20044;
- Calling the DHS Office of Inspector General (OIG) at 1-800-323-8603; or
- Sending an e-mail message to the DHS OIG at [DHSOIGHOTLINE@dhs.gov](mailto:DHSOIGHOTLINE@dhs.gov), or accessing the online *DHS OIG Complaint/Allegation Form* at <http://www.oig.dhs.gov/hotline/hotline.php>.

Employees who believe they have been subjected to unlawful employment discrimination and want to initiate an informal EEO complaint must contact CBP's Privacy and Diversity Office within 45 calendar days from the date of the alleged discriminatory event by:

- Submitting a *Request for EEO Counseling* at <http://www.cbp.gov/employees/eo/complaint-process>;
- Calling 1-877-MY-EEO-HELP (1-877-693-3643); or
- Contacting the servicing Diversity and Civil Rights Officer.